MUTUAL *of* OMAHA INSURANCE COMPANY
UNITED *of* OMAHA LIFE INSURANCE COMPANY

MUTUAL OF OMAHA SCANNING GUIDE

Mutual of Omaha recognizes the importance of technology and standards in the Insurance Industry. We are pleased to announce our ability to accept imaged applications and new business documents utilizing multiple imaging platforms.

We believe that this functionality will help to strengthen an already solid relationship with our distribution partners. This process will create a more effective and efficient new business submission process.

What documents are accepted via Image?

- Life Applications & follow up paperwork
- Annuity Applications & follow up paperwork

What documents are NOT accepted via Image?

- Long Term Care Applications & follow up paperwork
- Health Insurance Applications & follow up paperwork
- Policy Owner Service Documents

Indexing and Processing Guidelines

Please utilize the ACORD Document types (attached) to index and name your documents. This will ensure expeditious handling of your images.

***** **Exception** ***** Please remove the **Agent Report** and **MIB** form from the Life Application Part 1 and scan them separately. Please index them with the **NBFORM** doc type and name them "**Agent Report and MIB**." This is a very important step in the image processing workflow!

When scanning, please be sure to select the <u>Business Type</u> - it is very important to us that your client's application gets to the correct business unit in the shortest possible time.

Please use **MORT** for Mortgage term applications / documents, **Fixed Life (or F)** for all other Life applications / documents, **Annuity (or A)** for Annuity applications / documents, and **QUOTE** or **TRIAL** for trial or informal applications / documents.

For Mortgage Term applications, please check the appropriate box at the top of the 1st page indicating how many applicants exist on the app.

Handling of Original Documents

Do **NOT** send non-required original documents to the Home Office. Doing so can cause duplication of cases and requirements.

We recommend that you store the original documents for a period of **90** days after transmission to the Home Office.

Regulations require that the Home Office permanently store the "best copy on hand". Because of this, it is important that originals are destroyed after your temporary retention period.

Checks and Required Original Documents

Three types of original documents **MUST** be forwarded to Mutual of Omaha by overnight mail.

1. 'Live' Checks
2. All 1035/transfer forms
3. Collateral Assignment forms

We recommend that you mail these documents by overnight mail. This ensures the most expeditious handling of these documents.

To ensure that we have all the checks, please complete an ACORD standardized check log for each batch of checks sent to us.

Scan the check as a "moneydoc" and mail the original to:

Mutual of Omaha
Attn: Imaged Apps/Docs
9330 State Hwy #133
Blair, NE 68008

Please include all required original forms in the same envelope as the checks under separate cover sheet.

NOTE: You must separate Life apps/docs from Annuity app/docs. Please paperclip a sheet of paper with the word "LIFE" or "ANNUITY" written on it.

Altered Applications / documents

Altered applications/documents are difficult or impossible to recognize in an image environment. Please complete the altered application worksheet (attached) for any altered applications and index as CORRESP. An application is considered altered if any of the following conditions apply:

- Any signature is not in original ink, has been 'rubber stamped" or altered
- Any portion of the document is in pencil
- Correction fluid or different colored ink has been used
- Notations are altered and not initialed by the applicant
- Highlight markers have been used or there are unusual or questionable qualities of the document

Questions

If you have questions regarding document preparation or scanning, please contact:

Mutual of Omaha Document Preparation & Scanning Contacts		
Process	Business Area	Telephone
• Setting up document transmission • Processing test apps	Brokerage Sales Support	800-707-6898
• Resolving issues for live apps and correspondence	Life Brokerage Services	800 775-7896
• Resolving issues for annuity apps and correspondence	Annuity Customer Service Department	800 488-7566

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ALTERED DOCUMENT WORKSHEET

CASE # ____________________________

CLIENT NAME ___________________________

NAME OF DOCUMENT ALTERED ___________________________

PORTION ALTERED (PAGE AND FIELD) ___________________________

Reason for referral: ____

Signature:

- ☐ Altered
- ☐ Different Colored Ink
- ☐ Rubberstamp
- ☐ Other ____

Alteration:

- ☐ Correction fluid
- ☐ Not initialed by client
- ☐ Other ____

Document:

- ☐ Written in pencil
- ☐ Highlight marker used
- ☐ Other ____

****** SCAN, INDEX, & SEND AS CORRESP ******